

AMENDMENTS TO THE CLAIMS

1 1. (Currently Amended) A method of automated data collection and analysis, the
2 method comprising the machine-implemented steps of:
3 receiving a request for information about a device, wherein the device is a network
4 element configured for receiving packets and transmitting the packets in a
5 packet-switched network;
6 constructing a command set, wherein the command set is a set of executable
7 commands that indicate collection of data from the device and zero or more
8 other devices;
9 sending a link referencing the command set to a computer associated with the device;
10 at the computer associated with the device:
11 downloading the command set that is referenced in the link based on
12 following the link;
13 invoking a command runner module to execute the downloaded command set;
14 receiving a set of results from the device;
15 removing one or more confidential data elements from the set of results to
16 create a modified result set; and
17 providing the modified result set to a provider server that comprises an
18 analysis engine;
19 receiving analysis results from ~~an~~ the analysis engine, wherein the analysis results are
20 based at least in part on a the modified result set ~~of results received from the~~
21 ~~device and produced by executing the command set;~~ and
22 determining a set of solutions based on the analysis results.

1 2. (Original) The method of Claim 1, wherein the command set comprises one or
2 more commands to collect data from two or more devices simultaneously.

1 3. (Original) The method of Claim 1, wherein the command set comprises a first
2 command to collect data from the device at a first time, and a second command to

3 collect data from the device at a second time, wherein the first time is different from
4 the second time.

1 4. (Original) The method of Claim 1, further comprising the step of producing the
2 analysis results based on a result set, where the result set is based at least in part on
3 the execution of the command set.

1 5. (Canceled)

1 6. (Original) The method of Claim 1, further comprising the step of providing the
2 set of solutions to a user.

1 7. (Original) The method of Claim 1, wherein the step of constructing the command
2 set comprises choosing one or more commands from a list of predefined commands.

1 8. (Original) The method of Claim 7, wherein the step of choosing one or more
2 commands from the list of predefined commands comprises choosing one or more
3 commands based at least in part on the request for information about the device.

1 9. (Original) The method of Claim 1, wherein the step of constructing the command
2 set comprises defining new commands based on the request for information about the
3 device.

1 10. (Currently Amended) A method for automated data collection from a network device
2 and analysis of the data, the method comprising the machine-implemented steps of:
3 receiving a request for information about the network device;
4 constructing a command set, wherein the command set is a set of executable
5 commands that indicate collection of data from the network device and zero or
6 more other network devices;

7 sending a link referencing the command set for execution at to a computer associated
8 with the network device;
9 at the computer associated with the network device:
10 downloading the command set that is referenced in the link based on
11 following the link;
12 invoking a command runner module to execute the downloaded command set;
13 receiving a set of results from the network device;
14 removing one or more confidential data elements from the set of results to
15 create a modified result set; and
16 providing the modified result set to a provider server that comprises an
17 analysis engine;
18 receiving analysis results from ~~an~~ the analysis engine, wherein the analysis results are
19 based at least in part on a the modified result set of results received from the
20 ~~network device and produced by executing the command set;~~ and
21 determining a set of solutions based on the analysis results.

- 1 11. (Currently Amended) A machine-readable medium carrying one or more sequences
2 of instructions for automated data collection and analysis, which instructions, when
3 executed by one or more processors, cause the one or more processors to carry out the
4 steps of:
5 receiving a request for information about a device, wherein the device is a network
6 element configured for receiving packets and transmitting the packets in a
7 packet-switched network;
8 constructing a command set, wherein the command set is a set of executable
9 commands that indicate collection of data from the device and zero or more
10 other devices;
11 sending a link referencing the command set for execution at to a computer associated
12 with the device;
13 at the computer associated with the device:
14 downloading the command set that is referenced in the link based on
15 following the link;

16 invoking a command runner module to execute the downloaded command set;
17 receiving a set of results from the device;
18 removing one or more confidential data elements from the set of results to
19 create a modified result set; and
20 providing the modified result set to a provider server that comprises an
21 analysis engine;
22 receiving analysis results from ~~an~~ the analysis engine, wherein the analysis results are
23 based at least in part on a the modified result set of results received from the
24 device and produced by executing the command set; and
25 determining a set of solutions based on the analysis results.

- 1 12. (Currently Amended) An apparatus for automated data collection and analysis,
2 comprising:
3 means for receiving a request for information about a device, wherein the device is a
4 network element configured for receiving packets and transmitting the packets
5 in a packet-switched network;
6 means for constructing a command set, wherein the command set is a set of
7 executable commands that indicate collection of data from the device and zero
8 or more other devices;
9 means for sending a link referencing the command set for execution at to a computer
10 associated with the device;
11 at the computer associated with the device, means for performing the steps of:
12 downloading the command set that is referenced in the link based on
13 following the link;
14 invoking a command runner module to execute the downloaded command set;
15 receiving a set of results from the device;
16 removing one or more confidential data elements from the set of results to
17 create a modified result set; and
18 providing the modified result set to a provider server that comprises an
19 analysis engine;

20 means for receiving analysis results from an the analysis engine, wherein the analysis
21 results are based at least in part on a the modified result set ~~of results received~~
22 ~~from the device and produced by executing the command set~~; and
23 means for determining a set of solutions based on the analysis results.

- 1 13. (Currently Amended) An apparatus for automated data collection and analysis,
2 comprising:
3 a network interface that is coupled to a data network for receiving one or more packet
4 flows therefrom;
5 a processor;
6 one or more stored sequences of instructions which, when executed by the processor,
7 cause the processor to carry out the steps of:
8 receiving a request for information about a device, wherein the device is a
9 network element configured for receiving packets and transmitting the
10 packets in a packet-switched network;
11 constructing a command set, wherein the command set is a set of executable
12 commands that indicate collection of data from the device and zero or
13 more other devices;
14 sending a link referencing the command set ~~for execution at~~ to a computer
15 associated with the device;
16 at the computer associated with the device:
17 downloading the command set that is referenced in the link based on
18 following the link;
19 invoking a command runner module to execute the downloaded
20 command set;
21 receiving a set of results from the device;
22 removing one or more confidential data elements from the set of
23 results to create a modified result set; and
24 providing the modified result set to a provider server that comprises an
25 analysis engine;
26

27 receiving analysis results from ~~an~~ the analysis engine, wherein the analysis
28 results are based at least in part on a the modified result set ~~of results~~
29 ~~received from the device and produced by executing the command set;~~
30 and
31 determining a set of solutions based on the analysis results.

1 14. (Canceled)

1 15. (Canceled)

1 16. (Canceled)

1 17. (Canceled)

1 18. (Canceled)

1 19. (Canceled)